

Information Services Adopted Budget – FY 2006/07

Director of
Information Services

ADMINISTRATION
10042101
Administrative Analyst Principal
Administrative Assistant

COMMUNICATIONS

COMMUNICATIONS
10042201

IS Communications Manager

Network Systems Administrator
IS Technician Senior
Telecommunications Specialist
IS Technician IV

OPERATIONS

OPERATIONS
10042156

IS Computer Operations
Supervisor

IS Technician Senior
IS Specialist III
IS Technician IV
IS Technician III
IS Technician II
IS Technician I

SYSTEMS

PUBLIC SAFETY SYSTEMS
10042155
Public Safety Systems Manager
IS Analyst IV (2)
IS Analyst I
IS Technician IV (2)

BUSINESS SYSTEMS
10042154
Business Systems Manager
IS Analyst Senior (2)
Office Automation Systems
Administrator
IS Analyst IV (2)
IS Analyst III
IS Analyst II
IS Analyst I (2)

GIS
10042202
GIS Administrator
GIS Analyst (5)

Information Services

Department & Division Descriptions

Information Services is an internal service department supporting all aspects of the City's technology resources. The department is comprised of technical support personnel such as software programmers and analysts, hardware technicians, and targeted technological area specialists. Services are also provided outside normal business hours to support the Library, Police and Fire departments. The four Information Services divisions are: Administration, Operations, Communications, and Systems.



Administration

The Administration Division of Information Services is responsible for overall leadership of the department, including strategic planning, budget development and implementation, goal setting, and implementation of city-wide technology planning, standards, policies, and procedures.

Communications

The Communications Division maintains, secures and monitors the data and voice network infrastructure. It also handles the coordination, procurement, and billing for all phones, cell phones, and pagers. Maintenance of existing cable plant and coordination of both internal and external new cabling projects are handled by Communications.

Operations

The Operations Division provides desktop support to all City employees on the City's network, including hardware, software, and operating systems, through the Help Desk program. Maintaining the City's business server hardware and the Uninterruptible Power Supply (emergency power for City's computers) is an essential function of the division. Operations also performs daily backups of critical systems data and maintains offsite backup copies of critical data.

Systems

The Systems Division is divided into three major areas: Business Applications, Public Safety, and Geographic Information Systems (GIS). Business Applications includes the analysts and programmers responsible for development, maintenance, and monitoring of the City's business software, such as JD Edwards, Kronos, Utiligy, CityView, the City website, and intranet. Public Safety supports the Police Computer Aided Dispatch, and Police and Fire RMS systems. There are also technicians maintaining the City's voice radio, mobile data computer, security, and access control systems. GIS maintains the city's 329 layers of mapping data from which over 1,200 maps are produced annually. They also support 201 users of the GIS software.



Administration Division

- Provide overall management and leadership of the department
- Facilitate the "Links" Program for citywide communication on technology-related issues and ideas
- Continue the development of citywide technology standards, policies, and procedures
- Selection and implementation of the replacement Utility Billing system
- Implement the citywide Master Technology plan
- Continue to oversee current Document Imaging project (2006-2007) to ensure citywide focus

Communications Division

- Provide technical support of data infrastructure such as routers, switches, firewalls, intruder detection systems, content filtering, etc.
- Monitor and manage network security
- Manage 2,100 phones/pagers with a call volume of 3,170,000 incoming calls and 1,005,000 outgoing calls per year
- Participate in citywide server support
- Implement wireless connections at library and City Hall for portable device access
- Upgrade Core Switch module



Operations Division

- Provide desktop support to all city employees on the city's network, including hardware, software, and operating systems
- Maintain UPS for all critical computer equipment
- Provide technical support for approximately 1,200 desktop devices and 400 peripheral devices
- Run nightly, weekly, monthly, and annual backups of city data and manage offsite storage
- Provide Help Desk support citywide; approximately 4,200 calls annually
- Support night and weekend computer operations for all library branches and public safety
- Replacement of 400 desktop computers citywide
- SAN design, implementation and virtualization
- Conduct Business Risk Analysis in preparation for Disaster Recovery Plan

Systems Division

- On-going management of City's business systems applications, intranet, and Internet
- Upgrade Police domain to Active Directory for better network management
- Provide GIS products, software, and services citywide
- Update and maintain city's geographical data
- Provide maps, including Public Safety response maps
- Provide technical support of Public Safety business software
- Provide technical support of 1,100 radios and 135 Mobile Data Computers
- Identify Fire software needs and develop strategic plan for purchase and implementation

Information Services

Performance Measures

Business Systems Division:

	FY 2005/06	FY 2006/07 Budget	FY 2006/07 Projected
Objective: 1. Increase the number of City employees trained on software applications by 5%			
Measure: % increase in trained City employees	N/A	5%	5%

Public Safety Systems Division:

Objective: 1. Repair or replace malfunctioning MDTs or radios within two business days 95% of the time.			
Measure: % repaired/replaced within two business days	N/A	95%	95%

GIS Division:

Objective: 1. Generate maps or conduct analysis within requestor's time requirement 95% of the time			
Measure: % request for map or analysis completed within requestor time frame	N/A	95%	95%

Operations Division:

Objective: 1. Resolve Help Desk tickets within established timeframe 95% of the time.			
Measure: % Help Desk tickets resolved within timeframe	N/A	95%	95%

Communications Division:

Objective: 1. Maintain 99% "uptime" on City voice and data networks.			
Measure: % "uptime" on voice and data networks	N/A	99%	99%



Information Services
Adopted Budget - FY 2006/07
Department Budget Summary
All Funds by Object Account



DEPARTMENT

Expenditure Object Account	FY 2002/03 Actual	FY 2003/04 Actual	FY 2004/05 Actual	FY 2005/06 Adopted	FY 2005/06 Revised	FY 2006/07 Adopted	Percent Change From Prior Year
PERSONAL SERVICES							
Salaries, Permanent	512,411	2,205,787	2,222,895	2,547,537	2,527,537	2,666,097	4.65%
Salaries, Temporary	42,607	84,612	72,458	174,216	174,216	124,730	-28.40%
Salaries, Overtime	24,935	51,584	51,610	39,000	39,000	56,700	45.38%
Termination Pay Outs	4,445						
Benefits	134,941	573,920	644,884	893,549	919,549	1,006,629	12.66%
PERSONAL SERVICES	719,338	2,915,904	2,991,847	3,654,302	3,660,302	3,854,156	5.47%
OPERATING EXPENSES							
Utilities	473,402	699,519	817,590	878,255	880,530	1,033,670	17.70%
Equipment and Supplies	171,586	209,257	191,324	199,565	270,954	190,161	-4.71%
Repairs and Maintenance	379,597	1,211,782	811,169	1,248,254	1,322,249	1,166,182	-6.57%
Conferences and Training	18,723	38,840	60,544	82,500	91,785	89,200	8.12%
Professional Services	1,667,617	239,924	331,113	173,300	352,950	50,000	-71.15%
Other Contract Services			192	6,000	6,000	7,500	25.00%
Rental Expense			2,694	4,800	4,800	4,800	
Expense Allowances	3,870	10,117	5,647	10,200	10,200	10,200	0.00%
Other Expenses		1,141	10,894	1,050	1,050	1,000	-4.76%
OPERATING EXPENSES	2,714,794	2,410,580	2,231,166	2,603,924	2,940,517	2,552,713	-1.97%
CAPITAL EXPENDITURES							
Equipment		95,615	129,866	209,545	209,554		-100.00%
Software - Capital	201,136	124,374	95,677	1,863,455	1,863,455	1,732,298	-7.04%
CAPITAL EXPENDITURES	201,136	219,989	225,543	2,073,000	2,073,009	1,732,298	-16.44%
NON-OPERATING EXPENSES							
Grand Total(s)	3,635,268	5,546,473	5,448,556	8,331,226	8,673,828	8,139,167	-2.31%
General Fund	2,911,270	5,116,747	5,017,518	6,606,226	6,930,803	6,493,509	-1.71%
Other Funds	723,999	429,725	431,038	1,725,000	1,743,025	1,645,658	-4.60%
Grand Total(s)	3,635,269	5,546,472	5,448,556	8,331,226	8,673,828	8,139,167	-2.31%

Personnel Summary	18.50	37.00	36.00	36.00	37.00	38.00	1.00
--------------------------	--------------	--------------	--------------	--------------	--------------	--------------	-------------



Information Services
Adopted Budget - FY 2006/07
Department Budget Summary
General Fund Division by Object Account



DIVISION

Expenditure Object Account	FY 2002/03 Actual	FY 2003/04 Actual	FY 2004/05 Actual	FY 2005/06 Adopted	FY 2005/06 Revised	FY 2006/07 Adopted	Percent Change From Prior Year
Administration							
PERSONAL SERVICES							
Salaries, Permanent	862	266,505	165,365	284,276	284,276	282,743	-0.54%
Salaries, Temporary		1,777					
Salaries, Overtime						500	
Benefits	171	62,170	43,283	89,398	89,398	95,196	6.49%
PERSONAL SERVICES	1,033	330,453	208,648	373,674	373,674	378,439	1.28%
OPERATING EXPENSES							
Utilities			494				
Equipment and Supplies		8,198	11,394	30,000	31,256	24,000	-20.00%
Repairs and Maintenance			150			1,200	
Conferences and Training			4,790	6,000	6,000	11,500	91.67%
Professional Services	16,099	43,260	13,375	150,000	166,625		-100.00%
Rental Expense				4,800	4,800	4,800	0.00%
Expense Allowances	23	5,954	1,408	6,000	6,000	6,000	0.00%
Other Expenses		19	9,066	100	100		-100.00%
OPERATING EXPENSES	16,122	57,431	40,678	196,900	214,781	47,500	-75.88%
CAPITAL EXPENDITURES							
Equipment		14,732	51,145		9		
CAPITAL EXPENDITURES		14,732	51,145		9		
NON-OPERATING EXPENSES							
Administration	17,156	402,615	300,470	570,574	588,464	425,939	-25.35%

Significant Changes

Professional Services was reduced due to the completion of a one-time project in FY2005/06. The amount budgeted in Repairs and Maintenance (\$1,200) is for maintenance of a new copier.

Permanent Personnel	FY 2002/03 Actual	FY 2003/04 Actual	FY 2004/05 Actual	FY 2005/06 Adopted	FY 2005/06 Revised	FY 2006/07 Adopted	Change from Prior Year
Director of Info Services	1.00	1.00	1.00	1.00	1.00	1.00	0.00
Admin Analyst Principal MEO	0.00	1.00	1.00	1.00	1.00	1.00	0.00
Administrative Assistant	0.00	1.00	1.00	1.00	1.00	1.00	0.00
Total	1.00	3.00	3.00	3.00	3.00	3.00	0.00



Information Services
Adopted Budget - FY 2006/07
Department Budget Summary
General Fund Division by Object Account



DIVISION

Expenditure Object Account	FY 2002/03 Actual	FY 2003/04 Actual	FY 2004/05 Actual	FY 2005/06 Adopted	FY 2005/06 Revised	FY 2006/07 Adopted	Percent Change From Prior Year
Communications							
PERSONAL SERVICES							
Salaries, Permanent	130,408	352,811	353,743	337,952	337,952	414,627	22.69%
Salaries, Temporary	8,019	5,257		15,000	15,000		-100.00%
Salaries, Overtime	276	105	327	500	500	1,000	100.00%
Benefits	32,601	86,209	98,302	121,337	121,337	154,376	27.23%
PERSONAL SERVICES	171,304	444,383	452,372	474,789	474,789	570,003	20.05%
OPERATING EXPENSES							
Utilities	461,048	698,856	817,096	878,255	880,530	1,033,670	17.70%
Equipment and Supplies	19,287	18,992	22,941	11,850	18,983	14,150	19.41%
Repairs and Maintenance	70,136	148,802	208,484	233,155	274,271	214,400	-8.04%
Conferences and Training		2,385	15,997	19,000	19,000	16,000	-15.79%
Professional Services						20,000	
Other Expenses			362	300	300	300	0.00%
OPERATING EXPENSES	550,472	869,035	1,064,879	1,142,560	1,193,084	1,298,520	13.65%
CAPITAL EXPENDITURES							
Equipment		59,045	46,297				
CAPITAL EXPENDITURES		59,045	46,297				
NON-OPERATING EXPENSES							
Communications	721,776	1,372,462	1,563,549	1,617,349	1,667,873	1,868,523	15.53%

Significant Changes

Utilities expenses have increased with the addition of mobile communication devices (i.e., Blackberries) for staff as well as upgrades to broadband service for Police Department laptops. Professional Services will provide technical support for the voice and data network.

Permanent Personnel	FY 2002/03 Actual	FY 2003/04 Actual	FY 2004/05 Actual	FY 2005/06 Adopted	FY 2005/06 Revised	FY 2006/07 Adopted	Change from Prior Year
Info System Communications Mgr	0.00	1.00	1.00	1.00	1.00	1.00	0.00
Network Systems Administrator	0.00	1.00	1.00	1.00	1.00	1.00	0.00
Telecommunications Specialist	1.00	1.00	1.00	1.00	1.00	1.00	0.00
Info Systems Technician Senior	1.00	1.00	1.00	1.00	1.00	1.00	0.00
Info Systems Technician IV	0.00	1.00	1.00	1.00	1.00	1.00	0.00
Total	2.00	5.00	5.00	5.00	5.00	5.00	0.00



Information Services
Adopted Budget - FY 2006/07
Department Budget Summary
General Fund Division by Object Account



DIVISION

Expenditure Object Account	FY 2002/03 Actual	FY 2003/04 Actual	FY 2004/05 Actual	FY 2005/06 Adopted	FY 2005/06 Revised	FY 2006/07 Adopted	Percent Change From Prior Year
Operations							
PERSONAL SERVICES							
Salaries, Permanent	639	305,757	406,052	417,378	417,378	433,058	3.76%
Salaries, Temporary	184	54,522	32,133	85,116	85,116	67,664	-20.50%
Salaries, Overtime		4	259	5,000	5,000	10,000	100.00%
Benefits	191	82,492	116,664	153,504	153,504	175,786	14.52%
PERSONAL SERVICES	1,014	442,775	555,108	660,998	660,998	686,508	3.86%
OPERATING EXPENSES							
Utilities		388					
Equipment and Supplies		68,970	36,088	61,800	89,330	43,200	-30.10%
Repairs and Maintenance		43,031	42,022	88,420	103,198	64,500	-27.05%
Conferences and Training		10,666	9,627	15,500	21,490	12,500	
Other Contract Services				6,000	6,000	6,000	0.00%
Other Expenses		115	577	500	500	500	0.00%
OPERATING EXPENSES		123,170	88,314	172,220	220,518	126,700	-26.43%
CAPITAL EXPENDITURES							
Equipment				40,000	40,000		-100.00%
CAPITAL EXPENDITURES				40,000	40,000		-100.00%
Operations	1,014	565,945	643,422	873,218	921,516	813,208	-6.87%

Significant Changes

Equipment and Supplies and Repairs and Maintenance is reduced due to one time purchases made in FY2005/06 and to reflect historical spending.

Permanent Personnel	FY 2002/03 Actual	FY 2003/04 Actual	FY 2004/05 Actual	FY 2005/06 Adopted	FY 2005/06 Revised	FY 2006/07 Adopted	Change from Prior Year
Info Systems Computer Op Supv	1.00	1.00	1.00	1.00	1.00	1.00	0.00
Info Systems Technician Senior	0.00	1.00	1.00	1.00	1.00	1.00	0.00
Info Systems Specialist III	0.00	1.00	1.00	1.00	1.00	1.00	0.00
Info Systems Specialist II	2.00	0.00	0.00	0.00	0.00	0.00	0.00
Info Systems Specialist I	1.00	0.00	0.00	0.00	0.00	0.00	0.00
Info Systems Technician IV	0.00	1.00	1.00	1.00	1.00	1.00	0.00
Info Systems Technician III	0.00	1.00	1.00	1.00	1.00	1.00	0.00
Info Systems Technician II	0.00	1.00	1.00	1.00	1.00	1.00	0.00
Info Systems Technician I	0.00	1.00	1.00	1.00	1.00	1.00	0.00
Computer Operator	1.50	0.00	0.00	0.00	0.00	0.00	0.00
Total	5.50	7.00	7.00	7.00	7.00	7.00	0.00



Information Services
Adopted Budget - FY 2006/07
Department Budget Summary
General Fund Division by Object Account



DIVISION

Expenditure Object Account	FY 2002/03 Actual	FY 2003/04 Actual	FY 2004/05 Actual	FY 2005/06 Adopted	FY 2005/06 Revised	FY 2006/07 Adopted	Percent Change From Prior Year
Systems							
PERSONAL SERVICES							
Salaries, Permanent	285,833	1,278,842	1,297,735	1,507,931	1,487,931	1,535,668	1.84%
Salaries, Temporary	28,455	15,883	26,422	74,100	74,100	57,066	-22.99%
Salaries, Overtime	6,673	27,703	43,634	33,500	33,500	45,200	34.93%
Benefits	79,499	336,771	385,704	529,310	555,310	581,271	9.82%
PERSONAL SERVICES	400,459	1,659,199	1,753,496	2,144,841	2,150,841	2,219,206	3.47%
OPERATING EXPENSES							
Utilities	8,950	275					
Equipment and Supplies	150,757	112,798	120,901	95,915	131,385	108,811	13.45%
Repairs and Maintenance	309,460	962,550	560,513	926,679	944,779	886,082	-4.38%
Conferences and Training	1,400	25,789	30,130	42,000	45,295	49,200	17.14%
Professional Services	1,244,381	769	4,600	23,300	168,300	30,000	28.76%
Other Contract Services			192			1,500	
Rental Expense			2,694				
Expense Allowances	3,847	4,163	4,239	4,200	4,200	4,200	0.00%
Other Expenses		1,007	889	150	150	200	33.33%
OPERATING EXPENSES	1,718,795	1,107,351	724,157	1,092,244	1,294,109	1,079,993	-1.12%
CAPITAL EXPENDITURES							
Equipment			32,423	169,545	169,545		-100.00%
Software - Capital	52,070	9,176		138,455	138,455	86,640	-37.42%
CAPITAL EXPENDITURES	52,070	9,176	32,423	308,000	308,000	86,640	-71.87%
Systems	2,171,324	2,775,725	2,510,077	3,545,085	3,752,950	3,385,839	-4.49%

Significant Changes

An Information Services Analyst IV is approved for the Safety Division to support complex Police and Fire automated systems such as CAD/RMS. Professional Services expenses are related to technical support for in-house applications and systems. The \$86,640 budgeted in Capital Outlay is designated for the implementation of a Microsoft Active Directory for the Police Department. This upgrade is necessary to replace obsolete technology.

Permanent Personnel	FY 2002/03 Actual	FY 2003/04 Actual	FY 2004/05 Actual	FY 2005/06 Adopted	FY 2005/06 Revised	FY 2006/07 Adopted	Change from Prior Year
Business Systems Mgr.	0.00	1.00	1.00	1.00	1.00	1.00	0.00
Business Systems Supervisor	0.00	1.00	0.00	0.00	0.00	0.00	0.00
Information Systems Manager	1.00	0.00	0.00	0.00	0.00	0.00	0.00
OA Systems Administrator	0.00	1.00	1.00	1.00	1.00	1.00	0.00
Public Safety Systems Manager	0.00	1.00	1.00	1.00	1.00	1.00	0.00
Public Safety Systems Supervisor	0.00	1.00	0.00	0.00	0.00	0.00	0.00
GIS Administrator	0.00	1.00	1.00	1.00	1.00	1.00	0.00
Info Systems Analyst, Principal	2.00	0.00	0.00	0.00	0.00	0.00	0.00
Info Systems Analyst Senior	0.00	1.00	2.00	2.00	2.00	2.00	0.00
Info Systems Analyst V	2.00	0.00	0.00	0.00	0.00	0.00	0.00
Info Systems Analyst IV	2.00	4.00	4.00	4.00	4.00	5.00	1.00
Info Systems Analyst III	3.00	1.00	1.00	1.00	1.00	1.00	0.00
Info Systems Analyst II	0.00	1.00	1.00	1.00	1.00	1.00	0.00
Info Systems Analyst I	0.00	3.00	3.00	3.00	3.00	3.00	0.00
Info Systems Technician IV	0.00	3.00	2.00	2.00	2.00	2.00	0.00
GIS Analyst	0.00	3.00	4.00	4.00	5.00	5.00	0.00
Total	10.00	22.00	21.00	21.00	22.00	23.00	1.00



Information Services
Adopted Budget - FY 2006/07
Department Budget Summary
Other Funds by Object Account



OTHER FUNDS

Expenditure Object Account	FY 2002/03 Actual	FY 2003/04 Actual	FY 2004/05 Actual	FY 2005/06 Adopted	FY 2005/06 Revised	FY 2006/07 Adopted	Percent Change From Prior Year
Capital Projects Fund (301), Water Fund Utilities Project (506)							
PERSONAL SERVICES							
Salaries, Permanent	94,669	1,872					
Salaries, Temporary	5,949	7,172	13,903				
Salaries, Overtime	17,986	23,773	7,390				
Termination Pay Outs	4,445						
Benefits	22,479	6,278	930				
PERSONAL SERVICES	145,528	39,095	22,223				
OPERATING EXPENSES							
Utilities	3,403						
Equipment and Supplies	1,542	300					
Repairs and Maintenance		57,399					
Conferences and Training	17,323						
Professional Services	407,137	195,895	313,138		18,025		
OPERATING EXPENSES	429,405	253,594	313,138		18,025		
CAPITAL EXPENDITURES							
Equipment		21,838					
Software - Capital	149,066	115,198	95,677	1,725,000	1,725,000	1,645,658	-4.60%
CAPITAL EXPENDITURES	149,066	137,036	95,677	1,725,000	1,725,000	1,645,658	-4.60%
NON-OPERATING EXPENSES							
Non Departmental Info Services	723,999	429,725	431,038	1,725,000	1,743,025	1,645,658	-4.60%

Significant Changes

Funds budgeted in previous fiscal years (continuing appropriations) are carried over for continued support of the Utility Billing project.

Permanent Personnel	FY 2002/03 Actual	FY 2003/04 Actual	FY 2004/05 Actual	FY 2005/06 Adopted	FY 2005/06 Revised	FY 2006/07 Adopted	Change from Prior Year
							0.00
Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00



Information Services
Adopted Budget - FY 2006/07
Department Budget Summary
All Funds by Business Unit



BUSINESS UNITS

Division / Business Unit	FY 2002/03 Actual	FY 2003/04 Actual	FY 2004/05 Actual	FY 2005/06 Adopted	FY 2005/06 Revised	FY 2006/07 Adopted	Percent Change From Prior Year
NIS Non Departmental Info Systems							
ADM Administration							
10042101 IS - Administration	17,156	402,615	300,470	570,574	588,464	425,939	-25.35%
ADM Administration	17,156	402,615	300,470	570,574	588,464	425,939	-25.35%
COM Communications							
10042201 IS - Communications	721,776	1,372,462	1,563,549	1,617,349	1,667,873	1,868,523	15.53%
COM Communications	721,776	1,372,462	1,563,549	1,617,349	1,667,873	1,868,523	15.53%
OPS Operations							
10042156 IS - Operations	1,014	565,945	643,422	873,218	921,516	813,208	-6.87%
OPS Operations	1,014	565,945	643,422	873,218	921,516	813,208	-6.87%
SYS Systems							
10042154 IS - Business System	2,168,850	1,654,294	1,010,728	1,862,265	1,906,739	1,614,171	-13.32%
10042155 IS - Safety	2,474	1,119,354	1,131,162	1,264,630	1,277,021	1,215,954	
10042202 IS - GIS		2,078	368,187	418,190	569,190	555,714	32.89%
SYS Systems	2,171,324	2,775,725	2,510,077	3,545,085	3,752,950	3,385,839	-4.49%
Other Funds							
30143002 BEACH Project	545,284	204,749	313,138		18,025		
50643002 BEACH Project	178,715	224,976	117,900	1,725,000	1,725,000	1,645,658	-4.60%
Other Funds	723,999	429,725	431,038	1,725,000	1,743,025	1,645,658	-4.60%
General Fund	2,911,270	5,116,747	5,017,518	6,606,226	6,930,803	6,493,509	-1.71%
Other Funds	723,999	429,725	431,038	1,725,000	1,743,025	1,645,658	-4.60%
Grand Total(s)	3,635,269	5,546,472	5,448,556	8,331,226	8,673,828	8,139,167	-2.31%